

Routed To:  
City of Rockville ☒ Council  
Boards and Commission ☒ City Clerk  
Application of Expression of Interest ☒ City Manager

☐ City Attorney  
☐ Council Support Specialist  
☒ Other Janet Kelly  
Therese Andersen

Date: 10/14/2007

Board/Commission Interested In: Human Rights Commission

Name: Maritza Rivera Cohen

Address:

Apt.# —

Rockville, MD

Zip 20851

Home Phone: (301) —

Work Phone: (301) —

E-Mail:

See resume

Fax: —

Note: Work phone numbers are for staff use only.

Summary of Work Experience: See resume

Experience: See resume

Education/Training: See resume

Volunteer Activities: See resume

Professional Affiliations/Memberships: See resume

Please describe your interest in serving on this Board/Commission to promote cultural awareness and diversity in the City of Rockville and the inclusion of its diverse communities.

Please indicate here ☐ yes or ☐ no whether or not the City may give elected officials who serve Rockville (other than the Mayor and Council) your name and address. This information would not be used for any fund-raising, "issues" mailings or campaign mailings. No phone numbers will be given.

Please Return Form and Resume, if available, to: Mayor and Council  
c/o City Clerk's Office  
111 Maryland Avenue  
Rockville, MD 20850  
240-314-8280

## MARITZA RIVERA COHEN

Rockville, MD 20851

Home:

Work:

Home Email: [mariposa@jumpingfishmetalworks.com](mailto:mariposa@jumpingfishmetalworks.com)

Work Email: [maritza.rivera-cohen@montgomerycountymd.gov](mailto:maritza.rivera-cohen@montgomerycountymd.gov)

### SUMMARY OF QUALIFICATIONS

- Professional experience in the fields of Media/Market Research, Public Health, Education/Training, Language Instruction/ Translations, Creative Writing/Editing, Customer Service, Community Service, and Military Service.
- Have utilized interpersonal abilities to work independently and within teams to establish rapport with diverse customers and clients in the public and private sectors.
- Possess excellent verbal and written communication skills as well as analytical and problem solving abilities.
- Have a working knowledge of various computer applications including: Publisher, PowerPoint, Word and Excel.
- Possess native fluency in English and Spanish.

### SUMMARY OF EDUCATION

- Earned 36 graduate credits in Applied Behavioral Counseling and Education from Johns Hopkins University, Baltimore, MD and New York University, Puerto Rico Campus.
- Graduated *cum laude* from the Inter-American University of Puerto Rico with degrees in English Literature, Linguistics and Secondary Education.
- Was also enrolled in the Federal Court Interpreter Certification Program of the University of Arizona.

### PROFESSIONAL EXPERIENCE

*August 2006 to Present*

Montgomery County Government  
Montgomery County, MD

*Recreation Specialist*

*Recreation Department*

In the position of Director for the Gilchrist Center for Cultural Diversity conduct community outreach, participate in presentations and other public venues, as well as schedule programs and events that promote cultural diversity and awareness in Montgomery County. Responsibilities also include staffing and training and budget and facility management.

*Community Assistance Specialist*

*Department of Health and Human Services*

Provide translation and interpretation services to Spanish speaking clients seeking information and/or medical services at the DAHC. Also provide health education to persons living with HIV/AIDS; provide research support to case managers seeking referral resources; conduct home and hospital visits to clients in conjunction with health

educators and case managers. Responsibilities also include documentation and tracking of client contacts for statistical reporting; documenting policies and procedures; as well as assisting in proposal writing for grants to benefit HIV positive public health recipients.

*September 2005 to June 2007*

*Independent Contractor*

The Enrichment Center, Inc., Bethesda, MD.  
Tutoring Results, Inc., Rockville, MD.  
The English House, Gaithersburg, MD.  
International Language Institute, Washington, DC.  
Carmanah Technologies Corp, Victoria, BC.

Provide language instruction in English and Spanish to adults and children in individual or group settings that are tailored to meet the specific subject matter and academic needs of each student. Also provide translation services upon request.

*February 2006 to March 2006*

*Parent Program Facilitator*

Identity, Inc., Gaithersburg, MD.

Conducted parent program training sessions that provided educational activities; improved communication skills, as well as information and referrals in support of immigrant Latino parents and other family members of Montgomery County Middle School and High School students. Position included enhancements to curriculum, case management, coordinating with MCPS school administration and obtaining information from the Board of Education and other referral sources.

*October 2005 to January 2006*

*Bilingual Claims Investigator*

Maryland State, Department of Labor,  
Division of Unemployment  
College Park, MD.

Responsible for the research and analysis of claimant documentation to establish and resolve non-monetary issues pertaining to compliance with unemployment benefit requirements. Conducted scheduled telephone interviews with claimants and employers to obtain and verify information with which to base benefit determinations pursuant to Maryland State law. Contractual Employment.

*December 2004 to May 2005*

*Project Coordination Manager*

Opinion Access Corp, New York, NY.

Direct supervision of project coordinators responsible for the interface with clients, sales and the programming needs for research studies. Monitored performance of multiple research projects; communicated daily research results and coordinated delivery of data to clients. Primary focus of responsibilities included customer service and building a teamwork environment to promote optimum client satisfaction, which resulted in renewed contracts and positive feedback from clients.

*September 1998 to November 2004   Bilingual Trainer/Market Analyst*  
The Arbitron Company, Columbia, MD.

Provide initial training for data entry personnel and specialized instruction in keying Spanish entries. Also conduct data analysis of diary entries in the Mexico and Puerto Rico markets to ensure accuracy and compliance with established keying and credit procedures. Conduct special edits to satisfy client concerns. Review and recommend updates to station information database. Also served as a bilingual resource for translation needs within the organization. As a *Bilingual Supplier Site Supervisor*, conducted regular site visits to subcontracted sites to monitor adherence to calling methodology and production schedule. Provide training and direction to supervisory and interviewing staff to meet survey goals. Established rapport with project managers to maintain effective communication and enhance cooperation. Advised project managers on strategies and recommended changes to improve efficiency. Also served on project teams to establish methodology and reporting requirements for pilot tests in Puerto Rico and Mexico, including participation in writing, editing and finalizing RFPs. In addition, provided proofreading and translation services when needed. In the position of *Bilingual Survey Supervisor/Trainer*, directly supervised 50 telephone interviewers in an outbound calling center utilizing the TelAthena Cati system. Monitored shift performance to meet daily production requirements. Conducted group training sessions to optimize interviewer performance. Designed and implemented incentive programs to maintain interviewer motivation and morale. In addition, provided basic Spanish language training to enable interviewers to meet script-reading requirements. Also participated in cross-functional teams.

*June 1998 to September 1998                      Regional Services Coordinator*  
Hospice Caring, Inc., Gaithersburg, MD.

Conducted needs assessment and enrollment of terminally ill patients into the hospice program. Responsible for assigning, scheduling and monitoring services provided by volunteer caregivers. Provided case management and referrals for patients and family members participating in the program. As the *Bereavement Services Coordinator*, was responsible for selecting, training and assigning volunteer group facilitators. Screened and assigned new members to existing support groups and monitored the effectiveness of the groups. Provided follow up to family members of deceased program participants and established new support groups as needed.

*March 1995 to May 1998                      Bilingual Customer Information Representative*  
Washington Suburban Sanitary Commission  
Laurel, MD.

Responsibilities included the review and analysis of residential and commercial water accounts. Advised customers on water conservation measures, scheduled property inspections and equipment replacement. Also provided bilingual assistance to Spanish and Portuguese speaking customers and translated consumer information to better serve the needs of the community. Also assisted in the training of new employees.

## MILITARY SERVICE

*June 1974 to August 1978*

*Commissioned Officer*  
Armed Forces, US Army

As a Commissioned Officer in the Military Intelligence branch was responsible for language development training, instructional systems design, providing military instructor training, counseling, payroll distribution, food service and other duties as assigned. Last active duty assignment: Senior Instructor, Staff and Faculty Development Division, USAOCCS, Aberdeen, MD. Highest rank: Captain, USAR; Clearance: Top Secret.

## COMMUNITY/VOLUNTEER SERVICE

*October 2005 to Present*

*Notary Public* of the State of Maryland

*October 2004 to Present*

*Business and Marketing Coordinator*  
Jumping Fish Metal Works, Rockville, MD.

*September 2006 to December 2006*

*Stage Manager, SalSazón Dance Team*  
Rendezvous, Dance and Fitness Club  
Rockville, MD.

*Summer, 2006*

*Artistic Director, Reader's Lounge & Quieto Café*  
Washington, DC.

*September 2001 to June 2004*

*Poet, Community Resource Bank*  
Montgomery County Public Schools,  
Rockville, MD.

*Fall 2000 to Spring 2004*

*Poetry Editor, WordWrights Magazine*  
Washington, DC.

*September 1999 to October 2002*

*Founder, Mariposa Center for Artistic Expression*  
College Park, MD

*1996-1998*

*Member, Ethnic Affairs Committee*  
Montgomery County, MD.

*1994-1995*

*Adult ESL Tutor, Latino Outreach Program*  
Community Ministries of Rockville, MD.

*Summer, 1994*

*Volunteer Translator, Public Defenders Office*  
Montgomery County District Court, MD.

## REFERENCES:

Available upon request